



Staff Summary Report

Council Meeting Date: 02-07-2008

Agenda Item Number: _____

SUBJECT: Request to award a one-year contract with four, one-year renewal options to ISS Facility Services for the cleaning of Diablo Stadium.

DOCUMENT NAME: 20080207fslg02 **PURCHASES (1004-01)**

SUPPORTING DOCS: Yes

COMMENTS: (RFP #08-090) Total cost for this contract shall not exceed \$55,000 during the initial contract period.

PREPARED BY: Lisa Goodman, CPPB, Procurement Officer, 480-350-8533

REVIEWED BY: Michael Greene, CPM, Central Services Administrator, 480-350-8516
Jerry Hall, Stadium Manager, 480-350-5265
Mark Richwine, Parks and Recreation Manager, 480-350-5325

**LEGAL REVIEW AS
TO CONTRACT FORM**

ONLY: N/A

FISCAL NOTE: Sufficient funds have been appropriated in 2529-6672.

RECOMMENDATION: Award the contract.

ADDITIONAL INFO: Seven responses were received for Request for Proposal (RFP) #08-053 for the cleaning of Diablo Stadium. An evaluation committee composed of Parks and Recreation and Procurement staff reviewed the responses according to the criteria within the RFP. ISS Facility Services received the high score and is recommended for award.

January 22, 2008

City of Tempe Procurement Office
Attn: Lisa Goodman
20 East Sixth Street
P.O. Box 5002
Tempe, AZ 85280

Dear Lisa,

ISS Facility Services is pleased to present the Request for Proposal for Custodial Service Provider at Tempe Diablo Stadium. ISS believes that the services currently provided at Tempe Diablo Stadium far exceed expectations and will continue to promote a true partnership approach to custodial services.

The ISS corporate philosophy is simple: ISS strives to embrace our client's needs and requirements as to how they want us to conduct our business within their facility. We make every effort to fulfill our client's expectations and look for ways to exceed them in our service, communications and management.

Globally, ISS has 415,000 employees, successfully serving clients in 50 countries on 5 continents, with an annual sales volume of \$12 Billion – assuring you of proven experience with strong financial resources to provide with we promise to bring to our mutually productive partnership.

ISS looks forward to further discussing this response.

Respectfully,



Tim Butts
V.P. Operations
Event Services



Proposal Questionnaire

Proposal Questionnaire

The answers to the following questions will be used in the evaluation process. When using additional pages for your answers, clearly identify the question you are answering.

1. Provide evidence that your firm has been successfully engaged in providing custodial services for the past three (3) years? What services does your firm provide that qualify them to work under this contract?
2. List the personnel to be assigned to this project if awarded the contract. What is the time availability of your personnel? List each personnel's certifications and specialties, as well as their committed allocation of time in total hours and percentage of their total time to be devoted to this project.
3. What is the past experience of your firm with similar projects? List at least three (3) references from present and former clients to whom you have provided similar services. (Government references are preferred.)
4. How will the requested services be provided? Describe your firm's method of approach for completing the scope of work. List the number of employees that will be assigned to this contract, the equipment that will be used, etc.
6. Provide your firm's contact information for the account manager assigned to this contract.



Proposal Questionnaire

Provide evidence that your firm has been successfully engaged in providing custodial services for the past three (3) years? What services does your firm provide that qualify them to work under this contract?

Corporate History

ISS History

More than a hundred years ago (1901), ISS was founded as a Danish security company. The company later entered the cleaning market and has through time added services to its competencies, becoming one of the worlds largest facility service groups today.

ISS annual revenues exceeded \$12 billion dollars in 2007 and more than 415,000 employees in 50 countries across Europe, Asia, North America, Latin America and Australia.

ISS acquired Sanitors in May 2007 as the platform company for the United States, and is now operating under the name ISS Facility Services, Inc. ISS provides Integrated Facility Services: cleaning, landscape maintenance, office support, catering, and security. Industries served include Class A Office, Corporate Campus, Governmental, Industrial, Retail, Medical, Education, Sports and Entertainment.

US ISS was founded in 1978 by its current CEO and Country Manager, Mr. Darrell Glover. In the United States ISS has annual revenues of approximately \$330 million and 12,000 employees. US ISS is headquartered in San Antonio, Texas, but has 8 divisions throughout the U.S. During the last five years, ISS Facility Services, Inc. has grown its revenues by 20 percent annually.

General History of ISS Facility Services

ISS Facility Services is a division of its parent company ISS. The US corporate office is headquartered in San Antonio, Texas, and has branches located in over 51 cities across the country. ISS Facility Services was just recently created with the merger of ISS and Sanitors Services. Divisions include:

- Special Events Services
- Janitorial Services
- Grounds Control - Landscape Care
- Retail Services
- Security Services
- Education Services - College and Universities

ISS Facility Services and its family of companies exist to "Maintain Your Image." ISS trained technicians are committed to providing the highest levels of service and attention to detail each day as we consistently focus on the needs of our clients and their properties.

ISS is a privately held company and a line driven company that gives autonomy to the individual units. The local operation has complete support from the entire company.

Tempe Diablo Stadium will continue to be serviced by ISS Special Events.

Globally, ISS has 415,000 employees, successfully serving clients in 50 countries on 5 continents, with an annual sales volume of \$12 Billion – assuring you of proven experience with strong financial resources to provide what we promise to bring to our mutually productive partnership.



Proposal Questionnaire

Provide evidence that your firm has been successfully engaged in providing custodial services for the past three (3) years? What services does your firm provide that qualify them to work under this contract?

Services Provided

ISS is truly an integrated service provider. Such services include:

- Cleaning
- Landscaping
- Security
- Light Engineering
- Executive Catering
- Pest Control

Specific services performed by the Events Services Division include:

- Construction Clean up
- Pre Clean
- Event Porter Service
- Post Event Cleaning
- Pressure-washing
- Executive Housekeeping
- Conversion
- Consumable Supplies
- Sub Contract Management
- Landscaping Services
- Light Engineering
- Window Cleaning
- Carpet Care
- Hard Surface Cleaning
- Any other duties requested

Experience

ISS Event Services specializes in premier sports, convention, and entertainment facilities including Tempe Diablo Stadium. Other facilities that are serviced by ISS include:

- Tempe Diablo Stadium (as stated)
- Peoria Sports Complex
- Maryvale Stadium
- Phoenix Municipal Stadium
- Chase Field
- US Airways Center Spokane Arena
- Dodge Theatre
- INB Performing Arts Center
- Spokane Convention Center
- Penns Landing Convention Center and Waterfront Park
- New Jersey Sports and Exposition Authority
 - Jets/Giants Stadium
 - Izod Center
 - Monmouth Race Track
 - Meadowlands Race Track
- Frisco Field
- University of Oklahoma
 - All Athletic Facilities



Proposal Questionnaire

Provide evidence that your firm has been successfully engaged in providing custodial services for the past three (3) years? What services does your firm provide that qualify them to work under this contract?

Services Provided

Tempe Diablo Stadium

- Housekeeping Services
- Event Porter Services
- Post Event Cleaning – All Areas
- Pressure Washing Services

Peoria Sports Complex

- Housekeeping Services
- Floor Care
- Event Porter Services
- Post Event Cleaning – All Areas
- Pressure Washing Services

Maryvale Stadium

- Event Porter Services
- Post Event Cleaning – All Areas
- Pressure Washing Services

Phoenix Municipal Stadium

- Event Porter Services
- Post Event Cleaning – All Areas
- Pressure Washing Services

Chase Field

- Housekeeping Services
- Floor Care
- Event Porter Services
- Post Event Cleaning – All Areas
- Pressure Washing Services

US Airways Center

- Daily Housekeeping
- Floor Care
- Event Porter Services
- Post Event Cleaning – All Areas
- Conversion Staffing

Dodge Theatre

- Housekeeping Services
- Floor Care
- Event Porter Services
- Post Event Cleaning – All Areas
- Pressure Washing Services

Spokane Arena

- Floor Care
- Event Porter Services
- Post Event Cleaning – All Areas



Proposal Questionnaire

Provide evidence that your firm has been successfully engaged in providing custodial services for the past three (3) years? What services does your firm provide that qualify them to work under this contract?

Services Provided (cont.)

INB Performing Arts Center

- Floor Care
- Event Porter Services
- Post Event Cleaning – All Areas
- High Window Cleaning

Spokane Convention Center

- Floor Care
- Event Porter Services
- Post Event Cleaning – All Areas
- High Window Cleaning

Lloyd Noble Arena (University of Oklahoma)

- Post Event Cleaning – Bowl

Gaylord Family Stadium (University of Oklahoma)

- Post Event Cleaning
- Bowl
- Concourses
- Restrooms
- Exterior
- Ramps
- Parking Lots
- Tailgate Area

University of Oklahoma Athletic Facilities

- Post Event Cleaning – All other athletic facilities.

4th of July Festivals

- Event Porter Services
- Post Event Cleaning – All Areas
- Pressure Washing Services



Proposal Questionnaire

List the personnel to be assigned to this project if awarded the contract. What is the time availability of your personnel? List each personnel's certifications and specialties, as well as their committed allocation of time in total hours and percentage of their total time to be devoted to this project.

Management

ISS is committed to the success of Tempe Diablo Stadium. This commitment starts with senior management. ISS is highly motivated and will continue to do what it takes to ensure that all expectations are met.

ISS has established a solid working relationship with Jerry Hall that has resulted in his trust that ISS will do whatever it takes to ensure the stadium is "event ready" when necessary. Our past success will continue in the future and will allow Tempe Diablo Stadium to concentrate on what is important – providing an outstanding patron experience.

Staff Qualifications

Tim Butts Vice President of Operations

Tim joined ISS in 2004 and brings over 10 years experience in facility service management. Tim currently oversees all operations in downtown Phoenix and all Athletic Facilities for the University of Oklahoma. Tim is a graduate of West Texas A&M with a degree in business administration.

Tim will directly oversee the operation at Tempe Diablo Stadium. He will be available 24 hours per day, 7 days per week and can be reached at (602) 859-3835 or by email at tim.butts@us.issworld.com. During Spring Training on game days, a minimum of 8 hours will be allocated to the Stadium; on off days 2 hours will be allocated to the Stadium. The percentage of his time as the schedule stands now is approximately 80%.

Chris Ellis Director of Operations

Chris joined the ISS team in 2002 and brings an extensive background in customer service, sales and marketing – having served as market manager for Sherwin Williams. Chris is a graduate of the University of Puget Sound, with a degree in business administration.

Chris has been directly involved in the operations, customer service and human resource functions in all of the Events Division accounts. Chris led the start up of the Spokane Public Facilities District, which took place over a two week period. Chris works closely with Tim and will be a back-up to Tim for the contract. Chris is available 24 hours per day, 7 days per week and can be contacted at (602) 859-3834 or by email at chris.ellis@us.issworld.com

Kurt Vassily Site Manager

Kurt joined ISS in March 2007 as the Site Manager of Chase Field after 11 successful years in the staffing industry. Most recently, Kurt managed accounts throughout the Phoenix metro area, some generating revenue exceeding \$2 million. Kurt is a graduate of Denison University with a psychology degree.

Kurt will be available to assist in the operations at Tempe Diablo Stadium when needed. He can be reached at (602) 374-0321.



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Staff Qualifications

Arnold Siegel **Senior Director of Business Development**

Arnie recently joined ISS after 22 years with the same national commercial janitorial services company. Based in Phoenix, Arizona, he managed statewide Branches and Operations functions then directed regional marketing duties. Business grew to cleaning more than 23 million square feet daily with a staff of over 1,500 employees. Arnie is a member of IFMA, BOMA (where he was awarded a Lifetime Membership in recognition of his contributions to bettering Industry standards and BOMA objectives).

Ben Barton **National Operational Consultant**

Ben is a recent addition to ISS, acting as an operational consultant and business development. Ben brings extensive operational experience from the sports and entertainment industry. Ben started his career with the Alamo Dome in the engineering department. Ben's most recent position was Director of Operations for the Seattle Mariners at Safeco Field. Ben has an MBA in Business and also a graduate of the IAAM Facility Management School at Oglebay.

Ben is the founding member of ARROW, and a member of the IAAM and SMA. Ben allows a contact that understands what is expected and will ensure that expectations are met.

Rich Antonio **Event Services General Manager**

Rich joined ISS in January 2000 as General Manager of the Events Division, which is located in the Western Region Offices in Phoenix, Arizona. All operations for the Events Division report to Rich. Background is in construction related fields, which allows the Events Division to look at a broader range of duties geared toward the facility and customer. Since starting with ISS, Rich has been directly involved with the operation and national growth of the Events Division. Rich is a graduate of the University of Portland, and a member of the IAAM and SMA.



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Qualifications of Managers and Supervisors

The onsite management and supervision is a key component of ISS's success and we understand that this is important for Tempe Diablo Stadium. The entire senior management staff continues to be committed to providing Tempe Diablo Stadium with the best fit possible for onsite management. Currently, Tim Butts is the ISS senior manager in charge of Tempe Diablo Stadium. He works closely with stadium management and ensures his managers and supervisors understand and accomplish all required tasks. Open communication between the two companies ensures that all services exceed expectations. ISS's team provides benefits that include:

- Janitorial Services
- A communication structure that is clear and concise,
- Training on the Stadium's expectations and scope to all general cleaners and technicians,
- Creation of end of shift reports and available for all to review,
- The proper placement of all supervisors and managers,
- Allowing independent inspections by top management to ensure that Tempe Diablo Stadium is in top form.

Staff

The ISS staff is background checked to ensure a safe work environment. The background checks ensure that all employees are authorized to work and allow ISS to hire employees who are free from any detrimental criminal records.

Prospective employees are interviewed not only by their immediate supervisor but by upper management as well. The reputation of ISS and its customers is dependent on the level of commitment that the front line employees demonstrate during their shift. Interviewing with supervisors and management is a key step in hiring employees who are committed and take pride and ownership in the cleanliness of Tempe Diablo Stadium.

The ISS staff will dress professionally, wearing khaki pants and either an ISS polo style shirt or in a Tempe Diablo Stadium baseball jersey. Close toed shoes are mandatory during all shifts.

Staff Availability

The ever-changing and varied schedule of a stadium is normal to ISS because all ISS Event Services works with are event driven facilities – that's all we do. ISS Event Services is used to scheduling, coordinating, and hiring a successful staff that is available 24 hours per day, 7 days per week. Tempe Diablo Stadium can be assured that the staff ISS provides is trained, capable, and available whenever needed. ISS management is also available 24 hours per day, 7 days per week to respond to emergency calls or any other need Tempe Diablo Stadium has.



Proposal Questionnaire

What is the past experience of your firm with similar projects? List at least three (3) references from present and former clients to whom you have provided similar services. (Government references are preferred.)

References

Tempe Diablo Stadium will benefit from a company that understands its customers and continually exceeds expectations. Tempe Diablo Stadium is a client that ISS will continually strive to satisfy in order to continue earn an endorsement and keep it on the list of satisfied clients. Listed below are current clients for review.

Baseball Stadiums

Tempe Diablo Stadium (Tempe, AZ)

9,785 Seats & 6 Suites

Contact: Mr. Jerry Hall

Stadium Coordinator - City of Tempe

(480) 350-5265 phone (480) 350-5059 fax

jerry_hall@tempe.gov

Peoria Sports Complex (Peoria, AZ)

11,000 Seats & Multiple Luxury Boxes

Contact: Mr. Chris Calcaterra

Complex Manager

(623) 421-4231 phone (623) 421-4247 fax

Chris.calcaterra@peoriaaz.com

Baseball Stadiums (cont.)

Maryvale Stadium (Phoenix, AZ)

8,000 seats

Contact: Mr. Chris Shaheen

3600 North 51st Avenue

Phoenix, AZ 85031

(602) 6534-6449 phone (602) 5340097 fax

Chris.shaheen@phoenix.gov

Phoenix Municipal Stadium (Phoenix, AZ)

7,800 Seats

Contact: James M. Vujs

5999 East Van Buren St.

Phoenix, AZ 85008

(602) 495-7240 phone (602) 534-4498

James.vujs@phoenix.gov

Chase Field (Phoenix, AZ)

50,000 Seats & 67 Private Suites

Contact: Mr. Jim Hawkins

Director of Operations

(602) 462-6191 phone (602) 462-6136 fax

jhawkins@phxses.com



Proposal Questionnaire

What is the past experience of your firm with similar projects? List at least three (3) references from present and former clients to whom you have provided similar services. (Government references are preferred.)

Arenas

US Airways Center (Phoenix, AZ)

18,900 Seats & 88 Private Suites

Contact: Mr. Alvin Adams

VP Facility Management

(602) 379-7633 phone (602) 379-2002 fax

aadams@phxses.com

Spokane Arena (Spokane, WA)

12,000 seats & 16 private suites

Contact: Mr. Kevin Twohig

General Manager

(509) 324-7070 phone (509) 324-7077 fax

kjt@spokanearena.com

Lloyd Noble Arena (Norman, OK)

12,000 seats

Contact: Mr. Danny Davis

Director of Athletic Facilities

(405) 325-8235 phone (405) 360-0481 fax

danny-davis@ouhsc.edu

Multi-Use Facilities

INB Arts Center (Spokane, WA)

2,700 Seats

Contact: Ms. Johanna Boxley

General Manager

(509) 353-6500 phone (509) 353-6511 fax

jboxley@spokanepfd.org

Spokane Convention Center (Spokane, WA)

58,000 sq. ft. convention space

Contact: Mrs. Shardell Shrum

Operations Director

(509) 324-7027 phone (509) 324-7077 fax

sshrum@spokanearena.com

University of Oklahoma Athletic Facilities (Norman, OK)

All other Athletic Facilities

Contact: Mrs. Sandy Totten

Procurement

(405) 325-4893 phone

Sandy-totten@ouhsc.edu



Proposal Questionnaire

What is the past experience of your firm with similar projects? List at least three (3) references from present and former clients to whom you have provided similar services. (Government references are preferred.)

Multi-Use Facilities (cont.)

Dodge Theatre (Phoenix, AZ)

6,000 Seats & 16 Private Suites

Contact: Mr. Lance Medland

Director of Engineering

(602) 379-2809 phone (602) 379-2887 fax

lancemedland@livenation.com

Tempe Town Lakes 4th of July Spectacular
(Tempe, AZ)

4th of July Festival

Attendance – 50,000

Contact: Ms. Judy Yates

Schneider-Yates & Associates

President

(480) 940-8666 phone (480) 753-5080 fax

jdysya@cox.net

Football Stadiums

University of Oklahoma (Norman, OK)

Gaylord Family Stadium

84,000 Seats

Contact: Mr. Danny Davis

Director of Athletic Facilities

(405) 325-8235 phone (405) 360-0481 fax

danny-davis@ouhsc.edu

Proposal Questionnaire

How will the requested services be provided? Describe your firm's method of approach for completing the scope of work. List the number of employees that will be assigned to this contract, the equipment that will be used, etc.

Pre-Event Porter Personnel

Title	Employees
Pre-Event Porters	Between 4 – 6.

Benefits

- Tempe Diablo Stadium's patron experience is enhanced from our experience with pre-event services at the Stadium.
- Proper distribution and management of pre-event porters ensures that all tasks are complete prior to gates.
- Pre-event Porters will work with Jerry Hall to complete any other needed tasks.

Organization of Tasks

- Wiping seating bowl and handrails.
- Cleaning tops of dugouts.
- Mopping standing water in stadium.
- Other duties as requested.

Equipment

- Dust mops
- Mops, buckets and ringers
- Cloth hand towels
- Other equipment as needed

Quality Control

- The crew is briefed prior to starting shift.
- The pre-event porters respond to all requests prior to the event.

Proposal Questionnaire

How will the requested services be provided? Describe your firm's method of approach for completing the scope of work. List the number of employees that will be assigned to this contract, the equipment that will be used, etc.

Event Porter Personnel

Title	Employees
Event Porters	Varies – based on expected attendance. Usually between 4 – 6.

Benefits

- Tempe Diablo Stadium's patron experience is enhanced from our experience in event services.
- Proper usage of event porters ensures that all common areas are attended to in a timely manner.
- ISS Management and supervision will work with Jerry Hall to ensure that the proper staffing requirements are met.

Organization of Tasks

- Event supervisors and event porters begin the shift as requested by the Stadium.
- All staff responds to all custodial incoming calls throughout the event.
- Staff remains until one half an hour after the event to continue monitoring common areas.
- All equipment and tools will be stored prior to exiting the premise.
- Event porters reports to the Site manager any applicable information.

Equipment

- Brooms and lobby pans
- Dust mops
- Mops, buckets and ringers
- Maid carts for restroom restocking
- Gondola's for trash removal
- Other equipment as needed

Quality Control

- The crew is briefed prior to starting shift.
- The event porters respond to all calls during the event.

Proposal Questionnaire

How will the requested services be provided? Describe your firm's method of approach for completing the scope of work. List the number of employees that will be assigned to this contract, the equipment that will be used, etc.

Post Event Personnel – Spring Training Event

Title	Employees
Site Manager	One (1)
Post Event	
Supervisor	One (1)
Housekeepers	Two (2)
Floor Technicians	One (1)
Restrooms	
Supervisor	One (1)
General Cleaners	Two (2)
Bowl	
Supervisor	One (1)
General Cleaner	Twelve (12)

Benefits

- Tempe Diablo Stadium can rely on a local operation that expects that the end product exceed expectations.
- ISS is experienced with the process of cleaning Tempe Diablo Stadium.

Organization of Tasks

- Site Manager conducts an inspection of the facility prior to the start and formulates a Hot Spot list.
- This list is then discussed with the post event manager and supervisors.
- All crews are briefed on the tasks to be performed by the site manager and the building supervisors.

Post Event

- Supervisor briefs crew prior to start.
- All trash is removed from the concourse and the floor is blown.
- Carpets are checked for spots and floor is conducted as needed.
- All other areas are cleaned, in specific:

Press Box

Souvenir Store

Walkways

Elevator

Stairwells

First Aid

Diablo Room

Auxiliary Clubhouse

Exterior

- The supervisor conducts a follow up inspection, corrects any imperfections and completes an end of shift report prior to exiting.



Proposal Questionnaire

How will the requested services be provided? Describe your firm's method of approach for completing the scope of work. List the number of employees that will be assigned to this contract, the equipment that will be used, etc.

Post Event Personnel – Spring Training Event

Restrooms

- Supervisor briefs crew prior to start.
- All trash is removed from restrooms.
- A restroom cleaning crew begins to clean and stock all restrooms in the stadium. Kaivac machines are used to deep clean the restrooms as needed.
- The suite supervisor conducts a follow up inspection, corrects any imperfections and completes an end of shift report prior to exiting.

Bowl

- Site Manager conducts an inspection of the facility immediately following the event.
- Site Manager briefs Supervisors on findings of facility inspection prior to the crew start.
- The bowl is picked of all trash and debris by supervisors and cleaners. All trash is disposed into the trash roll-offs.
- The bowl is swept and blown to finish the bowl picking process by making sure all fine debris is picked up or blown off the seating area.
- The field area is checked to ensure that any debris is picked up.

The post event Pressure Washing follows this crew.

Equipment

Post Event

- Backpack Blowers
- Backpack vacuums
- Upright vacuums
- Maid Carts with miscellaneous tools to complete tasks
- Rolling Toters
- Floor machines as needed.

Restrooms

- Kaivac machines
- Floor machines as needed.

Bowl

- Gas back pack blowers
- Scrapers
- Angled brooms
- Stadium brooms
- Large lobby pans.

Quality Control

- The Site Manager conducts a walkthrough prior to leaving and corrects any imperfections found.
- All damage to building and an end of shift report is delivered to Tempe Diablo Stadium's point of contact.



Proposal Questionnaire

How will the requested services be provided? Describe your firm's method of approach for completing the scope of work. List the number of employees that will be assigned to this contract, the equipment that will be used, etc.

Pressure Washing Personnel

Title	Employees
Supervisor	1
Washing Technicians	4

Benefits

- Tempe Diablo Stadium's appearance is enhanced from washing the entire seating bowl area after every event.
- Tempe Diablo Stadium can also rely on a company with knowledge of pressure washing stadiums such as: Tempe Diablo Stadium, Peoria Sports Complex, & Chase Field.
- More frequent washing eliminates build up on the concrete.

Organization of Tasks

- All pressure washing is completed within the allotted time frame.
- The manager prior to starting briefs all crews.
- All areas will be completely cleaned every event.
- All units will be stored prior to exiting the premise.

Equipment

- Gas Powered 3500 P.S.I. pressure washing units on portable carts.
- Crew is supplied with large squeegees and mops to reduce remaining standing water.

Quality Control

- Prior to exiting the building the manager will conduct a final inspection and correct any imperfections found.
- The manager will complete an end of shift report for the Stadium's review.
- The Site Manager conducts a follow up inspection the following day to ensure appearance standards are met.
- All information is communicated with the Stadium's point of contact.

Proposal Questionnaire

How will the requested services be provided? Describe your firm's method of approach for completing the scope of work. List the number of employees that will be assigned to this contract, the equipment that will be used, etc.

Equipment

The following is a complete list of all equipment that will be used to complete tasks at Tempe Diablo Stadium.

Equipment
Landa 3500P.S.I. Gas Pressure Washers
Backpack Gas Blowers
Backpack Vacuum
Upright Vacuum
Side-by-Side Electric Floor Machine
Maid Carts
Floor Blower
Box Extractor
Mop Buckets with Ringers
Angled Brooms
Stadium Brooms
Dust Mops
Fiberglass Mop Handles with Cotton Heads
Large Floor Squeegees
Floor Scrappers
Lobby Pans
Blue Surgical Rags
Kaivac System

Chemical Listing

Proper matching of chemicals is an important function of ISS Facility Services responsibility. ISS will meet Diablo Stadium's standards. A list of all chemicals used follows.

Chemical Listing
Kaiblooney
Kaio
Kaibosh
D'vour Lemon Granular Absorbent
Glance Solution Center Window Cleaner
Heavy Duty Extraction Detergent
Heavy Duty Spin Bonnet Solution
Millennium Stainless Steel Polish
Mint Enzyme
Pro-Strip Stripper
Scrub Away Cleanser
Seal 341 (Sealer)
Spitfire Degreaser RTU
Stride Citrus Accumix
Sweeping Compound
UHS Accumix
Velva Sheen Dust Mop Treatment



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Quality Control

Event Ready. Our expertise of reinforcing continual efforts for premium quality ensures Tempe Diablo Stadium is "event ready" when cleaning is completed at the close of each shift. ISS procedures include that at least one supervisor and/or manager will inspect and certify cleanliness before the shift ends. This constant vigilance of cleanliness allows your staff to perform their duties with assurances they won't be pressed into extra service which detracts from their tasks. ISS assures your showplace is always "event ready."

ISS believes quality is a function of fulfilling specifications, responsiveness to client, and patron satisfaction – and that each of these can be measured.

Quality assurance programs are custom built for each individual customer, employing the following building blocks:

- Effective coaching of staff,
- Providing the necessary tools,
- Control of cleaning tasks,
- Monitoring of communications,
- Periodic task schedules,
- Inspection programs,
- Satisfaction surveys, and
- Management reporting.

Quality Control Plan

Standards of Performance. Standards for the quality of work performed, the appearance of the Stadium, the condition of the storage facilities and equipment, and the appearance and behavior of staff will meet or exceed all requirements.

Damage to the facility due to carelessness will not be tolerated. All accidents will be promptly reported.

Standards of Performance (cont.) Safety will be a priority. Injury reports will be filed in a timely fashion.

Claims prevention and coordination will be a subject of continuing discussion with Tempe Diablo Stadium's operations and security personnel.

Investigations/Security Procedures

When items are found within the Stadium the ISS staff will turn them in to the manager and the manager will then turn them into the Stadium. If items come up missing, ISS will fully cooperate with an investigation. ISS will secure the Stadium after the shift is complete.

Inspection System. The first assessment is designed to anticipate the needs of the facility prior to event day. The Site Manager will conduct this inspection prior to weekly service meetings. The objective is to identify additional cleaning tasks to be performed due to unforeseen circumstances, note building maintenance needs, and follow up on damage reports.

Keys to effective quality control are the organization of supplies, tools and equipment prior to the start coupled with inspections by ISS supervision and management as they work with the staff throughout the shift. Inspections are on a pass/fail basis – all areas are expected to pass prior to completion of the job. Remedial work required to bring an area to standard will be documented on the end of shift report.



Proposal Questionnaire

How will the requested services be provided? Describe your firm's method of approach for completing the scope of work. List the number of employees that will be assigned to this contract, the equipment that will be used, etc.

Inspection System (cont.). At the end of the event the post-event crew must complete all the duties prior to leaving the Stadium. Supervision and management working with the staff assure quality, by inspecting and correcting throughout the shift to ensure completion of the tasks, on standard, within the time allotted. End of shift reports are filed for each area, detailing the completion of the work, noting circumstances preventing any tasks from being completed, and reporting on any injury or damage throughout the day.

The final clean will be completed within six hours. With the consent and cooperation of Tempe Diablo Stadium, quarterly surveys can be circulated to all departments involved in staging events at the Stadium. The results of these surveys will be tabulated and included in a report.

Records. Tempe Diablo Stadium can expect that ISS – will maintain – and make available during weekly meetings – copies of the following reports:

- Facility Assessment
- Final Clean Inspection
- Satisfaction Survey Results

Quality Trends. End of Shift Reports lend themselves to quantitative analysis, which can be tracked over time. Data on area, task, supervisor, etc can identify trends – and suggest corrective action.

Defect Prevention. The ISS quality control program is designed to prevent defects before they happen.

Management meets weekly to review all reports and trend analysis. Reports and feedback from these meetings are supplemented by unannounced field operations audits, which are conducted both during shifts and between events.

These audits evaluate employee appearance and behavior, compliance with safety procedures, equipment maintenance practices, and supply closet standards.

Stadium communications, inspections and reports are reviewed upon receipt, with immediate action taken on any and all defects noted.

Scope and Frequency

The scope of work consists of those functions to be performed, specifically pre-event coverage, event services, post event services, and daily housekeeping. Together a specific "hot spot" checklist has been created and will be reviewed prior to Spring Training.

Excluded from the scope is the preparation of surfaces for painting or recoating, cleaning of mechanical and air handling room, and cleaning of overhead pipes and ductwork throughout the facility.



Proposal Questionnaire

Provide your firm's contact information for the account manager assigned to this contract.

Account Manager

Tim Butts

4811 N. 7th Street

Phoenix, AZ 85014

Office: (602) 222-2532

Cell: (602) 859-3835

Fax: (602) 222-2550

Email: Tim.butts@us.issworld.com



Pricing

Pricing

The overall appearance of the Tempe Diablo Stadium is very important and ISS's intention is to provide services that will enhance the patron's experience. By providing these services the Stadium can concentrate on what's important, producing first class events.

Pricing includes services such as:

- Pre-Event & Event Services
- Post Event Services
- Pressure Washing
- Hourly Rates

The pricing includes the following services:

- Pre-Event: wiping seating bowl & handrails, cleaning tops of dugouts, moping standing water, and any other duties as requested;
- Event Services: monitoring restrooms – replacing paper products, cleaning toilets as needed, cleaning spills on floor; monitoring concourse/lawn – emptying trash cans, picking up debris & spills; monitoring ramps & pavilion – emptying trash cans, removing debris; responding to radio calls.
- Post Event Services: removing all trash & debris from Stadium, pressure washing concourse, seating bowl, and tops of dugouts, cleaning dugouts, cleaning picnic areas, pick-up debris and trash from lawn, clean & disinfect restrooms, replace paper & soap in restrooms, and other duties as needed or requested.

Pricing (cont.)

Pricing is based on the scope of work provided in the RFP and is reflected on the pricing sheet, which follows.

Attachments

Along with the pricing sheet we have included a copy of the W-9 form as well as signed copies of Addendum #1 and Addendum #2 in the section labeled attachments.

Pricing

Exhibit "A" REVISED PRICE SHEET

ITEM NO.	DESCRIPTION OF REQUIRED MATERIAL, SERVICE OR CONSTRUCTION	QTY	UNIT	UNIT PRICE	EXTENDED PRICE
1.	Price per game for post game custodial services as per scope of work to include all equipment, machinery, labor, chemicals, and etc.	15	Event	\$ 1,012.00	\$ 15,180.00
2.	Price for porter service (per hour/per person) for pre-game porter service, during game porter service and any other services required as a porter.	1	Per Hr/ Per Person	\$ 12.77	\$ 12.77
3.	Price for stadium power wash (seating bowl, concourse, ramps, and pavilion area overlooking field)	1	Event	\$ 554.00	\$ 554.00
4.	Non-game days as-needed; Price per hour/per person	1	Per Hr/ Per Person	\$ 14.38	\$ 14.38

* Applicable Tax 0.0 %

* State correct jurisdiction to receive sales tax on the Vendor's Bid Offer, form CS-P201 (B) included in this Invitation for Bid document.

Less prompt payments discount terms of 0.0% ___ days/ or Net 30 days. (To apply after receipt and acceptance of an itemized monthly statement.) For bid evaluation purposes, the City cannot utilize pricing discounts based upon payments being made in less than 30 days from receipt of statement.

Ordering and Invoice Instructions

In order to facilitate internal control and accounting, each City Department will order and must be invoiced separately. Monthly invoices must be segregated by City Department number and mailed or delivered directly to the City Customer Department. For most materials, there will be between three - (3) and six - (6) ordering departments. At the time an order is placed, the contractor must obtain the ordering department's cost center numbers for billing purposes. The use of the department's cost center numbers will be in addition to the purchase order number. Once a month, the contractor shall submit a consolidated statement which shall itemize the invoice numbers, invoice date, invoice amounts, and the total amount billed to Accounting. Discount offering will be based upon days from receipt of the consolidated monthly statement. Invoice(s) shall not show previous balances.



Attachments

Vendor's Proposal Offer

It is **REQUIRED** that Proposal Offeror **COMPLETE, SIGN and SUBMIT** the original of this form to the City Procurement Office with the proposal response offer. An unsigned "Vendor's Proposal Offer", late proposal response and/or a materially incomplete response will be considered non-responsive and rejected.

Proposal offeror is to type or legibly write in ink all information required below.

Proposal Offeror's Company Name	ISS Facility Services		
Company Mailing Address	4811 N. 7 th Street, Phoenix, AZ 85014		
Company Street Address	4811 N. 7 th Street, Phoenix, AZ 85014		
Proposal Offeror Contact	Tim Butts	Title	V.P. Operations
Contact's Phone No.	(602) 859-3835	E-mail Address	Tim.Butts@us.issworld.com
Proposal Offeror's Company Tax Information:			
Arizona Transaction Privilege (Sales) Tax No.		or	
Arizona Use Tax No.	07648657-H		
Federal I.D. No.	061535240		
City & State Where Sales Tax is Paid	Phoenix		AZ

THIS PROPOSAL IS OFFERED BY

Authorized Proposal Offeror (Type or Print in ink) Tim Butts
Proposal Offeror's Title (Type of Print in ink) V.P. Operations
Date January 22, 2008

REQUIRED SIGNATURE OF AUTHORIZED PROPOSAL OFFEROR (Must Sign in Ink)

By signing this Proposal Offer, Offeror acknowledges acceptance of all terms and conditions contained herein and that prices offered were independently developed without consultation with any other offeror or potential offeror. Failure to sign and return this form with proposal offer will result in a non-responsive proposal.

Tim Butts 1-22-08
Signature of Authorized Proposal Offeror Date

Form 201-B (RFP)
(H:/RFP 3-2002)

RFP 08-090

2

25

Lead Facility Services Globally



Attachments

Form W-9 (Rev. January 2003) Department of the Treasury Internal Revenue Service	Request for Taxpayer Identification Number and Certification	Give form to the requester. Do not send to the IRS.	
Print or type See Specific Instructions on page 3	Name ISS Facility Services		
	Business name, if different from above		
	Check appropriate box: <input type="checkbox"/> Individual/Sole proprietor <input checked="" type="checkbox"/> Corporation <input type="checkbox"/> Partnership <input type="checkbox"/> Other		
	Address (number, street, and apt. or suite no.) 4811 N. 7th Street	Requester's name and address (optional)	
	City, state, and ZIP code Phoenix, AZ 85014	List account number(s) here (optional)	
Part I Taxpayer Identification Number (TIN)			
Enter your TIN in the appropriate box. For individuals, this is your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the Part I instructions on page 3. For other entities, it is your employer identification number (EIN), if you do not have a number. See How to get a TIN on page 3.			
		Social security number or Employer identification number 0541535240	
Part II Certification			
Under penalties of perjury, I certify that:			
1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me), and			
2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding, and			
3. I am a U.S. person (including a U.S. resident alien).			
Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the Certification, but you must provide your correct TIN. (See the instructions on page 4.)			
Sign Here	Signature of U.S. person Tu. Butts	Date 1-22-08	
Purpose of Form			
A person who is required to file an information return with the IRS, must obtain your correct taxpayer identification number (TIN) to report, for example, income paid to you, real estate transactions, mortgage interest you paid, acquisition or abandonment of secured property, cancellation of debt, or contributions you made to an IRA.			
U.S. person. Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN to the person requesting it (the requester) and, when applicable, to:			
1. Certify that the TIN you are giving is correct (or you are waiting for a number to be issued).			
2. Certify that you are not subject to backup withholding, or			
3. Claim exemption from backup withholding if you are a U.S. exempt payee.			
Note: If a requester gives you a form other than Form W-9 to request your TIN, you must use the requester's form if it is substantially similar to this Form W-9.			
Foreign person. If you are a foreign person, use the appropriate Form W-8 (see Pub. 515, Withholding of Tax on Nonresident Aliens and Foreign Entities).			
Nonresident alien who becomes a resident alien. Generally, only a nonresident alien individual may use the terms of a tax treaty to reduce or eliminate U.S. tax on certain types of income. However, most tax treaties contain a provision known as a "saving clause." Exceptions specified in the saving clause may permit an exemption from tax to continue for certain types of income even after the recipient has otherwise become a U.S. resident alien for tax purposes.			
If you are a U.S. resident alien who is relying on an exception contained in the saving clause of a tax treaty to claim an exemption from U.S. tax on certain types of income, you must attach a statement that specifies the following five items:			
1. The treaty country. Generally, this must be the same treaty under which you claimed exemption from tax as a nonresident alien.			
2. The treaty article addressing the income.			
3. The article number (or location) in the tax treaty that contains the saving clause and its exceptions.			
4. The type and amount of income that qualifies for the exemption from tax.			
5. Sufficient facts to justify the exemption from tax under the terms of the treaty article.			

Cat. No. 10231X

Form W-9 (Rev. 1-2003)



Attachments

Addendum to Solicitation



City Procurement Office/City of Tempe • PO Box 5002 • 20 East 6th Street • Tempe, AZ 85280 • (480) 350-8324 • www.tempe.gov/purchasing

This addendum will modify and/or clarify: Solicitation No.: 08-090
and is Addendum No.: 1
Procurement Description: Cleaning of Diablo Stadium

Changes should be made as follows:

The following information, questions and answers are a result of the Pre-proposal Conference on Thursday, December 20, 2007.

Pre-game: Four custodians are suggested, however Proposer to gauge how many are needed for work required.

Outside of Spring Training – Typically have Contractor work 20 hours per week on an as-needed basis.

During the months of September, October and November – Activity at the stadium increases and Contractor's work will increase to approximately 40 hours per week on an as-needed basis.

A schedule for the events at Diablo Stadium is available on the City's website at www.tempe.gov/diablo.

Question: After pressure washing seats do we need to wipe down and dry?

Answer: They need to be wiped down before a game but after up to Proposer. Want to make sure seats are clean at 11:30 when the gates open.

Question: What if graffiti is found?

Answer: Any graffiti found is to be reported to the City's Custodial Supervisor. City's Facility Maintenance will be brought in to clean and remove graffiti. We haven't had any graffiti yet other than stickers in the restrooms.

Question: Are there any blower use restrictions in the City of Tempe?

Answer: No.

The stadium has water outlets/faucets for the Contractor to use.

Restrooms can be pressure washed.

Question: Who cleans the carpet at the stadium?

Answer: The City handles the carpet cleaning at the facility.

Question: Would it be appropriate to submit a line item for carpet cleaning? Can Proposers add separate lines costing additional hourly facility services, in addition to the carpet cleaning?

Answer: Any additional services that your firm is willing to provide under this Scope of Work may be proposed. Please submit a list titled Optional items and list and price them accordingly.



Attachments

City does not provide cleaning supplies, buckets, etc. We supply liners. Contractor is allowed to store their supplies and equipment at the stadium in the area provided by the City.

Changing light bulbs in the fixtures is required by the Contractor. Light bulbs are provided by the City. Ladders to change the fixtures are to be provided by the Contractors.

City Maintenance cleans and maintains the parking lot.

A copy of the sign-in sheet for the Pre-Proposal Conference is attached as Exhibit A.

The Proposal due date and opening time remain unchanged at January 15, 2008, 3:00 PM Local Time.

The balance of the specifications and bid solicitation instructions to remain the same. Bidders/Proposal Offerors are to acknowledge receipt and acceptance of this addendum by returning of signed addendum with bid/proposal response. Failure to sign and return an addendum prior to bid/proposal opening time and date may make the bid/proposal response non-responsive to that portion of the solicitation as materially affected by the respective addendum.

ISS Facility Services

NAME OF COMPANY
4811 North 7th Street

ADDRESS (or PO Box)
Phoenix, AZ 85014

CITY STATE ZIP

Tim Butts, V.P. Operations

BY NAME (please print) TITLE
(602) 859-3835

TELEPHONE
Tim Butts

AUTHORIZED SIGNATURE



Attachments

Exhibit A

RFP #08-090 Preproposal Conference
12-20-07 - Diablo Stadium

	Name	Company	Phone #
1	Earl & Myron Young	Jani-King #452	602-476-7324
2	Steve PROODIAN	Open-Works	602-909-0569
3	John King	King & Son	602-413-3957
4	TIM FORT	EST-SANITARS	602-859-3835
5	JONATHAN NEBAST	American Planning Ser.	480-277-1445
6	Javier Diaz	GOE SERVICES	480-784-4299
7	STEVEN R PALM	ALL ECONOMY	602 996-0091
8	Lance Beach	CFS	602-451-4320
9	Mike Tacker	CFS	480-332-6021
10			
11			
12			



Attachments

Addendum to Solicitation



City Procurement Office/City of Tempe • PO Box 5002 • 20 East 6th Street • Tempe, AZ 85280 • (480) 350-8324 • www.tempe.gov/purchasing

This addendum will modify and/or clarify:

Solicitation No.: | 08-090

and is

Addendum No. | 2

Procurement Description: | Cleaning of Diablo Stadium

Changes should be made as follows:

Change: Proposal Due Date/Time *from* Tuesday, January 15, 2008, 3:00 P.M. *to* Tuesday, January 22, 2008, 3:00 P.M. Local Time.

Delete: Price Sheet, page 28.

Add: Revised Price Sheet (Exhibit A)

The balance of the specifications and bid solicitation instructions to remain the same. Bidders/Proposal Offerors are to acknowledge receipt and acceptance of this addendum by returning of signed addendum with bid/proposal response. Failure to sign and return an addendum prior to bid/proposal opening time and date may make the bid/proposal response non-responsive to that portion of the solicitation as materially affected by the respective addendum.

ISS Facility Services

NAME OF COMPANY

4811 North 7th Street

ADDRESS (or PO Box)

Phoenix, AZ 85014

CITY

STATE ZIP

Tim Butts

BY NAME (please print) TITLE

(602) 859-3835

TELEPHONE

Tim Butts
AUTHORIZED SIGNATURE



Attachments

Invoices shall include:

1. Listing Of All Delivery/Pickup Receipt Numbers Being Invoiced.
2. Total Cost Per Item.
3. Applicable Tax.
4. Payment Terms.
5. Blanket Purchase Order Number.

Invoices that do not follow the above minimum invoicing requirements will not be paid. Payment must be applied to only invoices referenced on check/payment stub. The City reserves the right to bill contracted vendor for researching invoices that have been paid, but not properly applied by vendor account receivables office.

Statement mailing address:

City of Tempe
Accounting (see below for your contact)
P.O. Box 5002
Tempe, Arizona 85280

Accounting Contacts:

Cecilia Miller
Ramona Zapien
Penny Brophy

Letters A-C
Letters D-O
Letters P-Z

(SI/RFP3-2002)

